

## ABSTRACT

A communication management method and apparatus is presented. Such method and apparatus operate to transmit, from an application computer in communication with a gatekeeper which is connected to a data network, messages indicative of (a) telephone calls in progress at an endpoint of the data network, or (b) such endpoint, and to transmit, from the gatekeeper to the application computer, messages indicative of a variety of information contained in the telephone calls so as to process such information for a variety of applications. The invention provides protocols for classifying incoming messages and prioritizing these messages for the presentation to, and utilization by, a system user.